

National Incident Communication Conference Call (NICCL) Meeting Notes
Hurricane Irma

Saturday, September 16, 2017

A NICCL call was conducted September 16, 2017 at 11:00 a.m. EDT to discuss the federal coordination and response to Hurricane Irma.

Participants: FEMA HQ and Regions II and IV External Affairs, White House, NSC, DHS OPA, ARC, AmeriCorps/CNCS, ATF, CBP, CDC, CRCL, DOA, DOE, DOI, DOL, DOS, DOT, EPA, FAA, FCC, FDA, HHS, HUD, ICE, NGB, NOAA, NPPD, NRC, SBA, SSA, TSA, USACE, USA.gov, USCG, USCIS, USNORTHCOM, USPS.

Lead Responsibilities:

- DHS/FEMA

There will be no NICCL call on Sunday, September 17, 2017. The next Hurricane Irma NICCL call is scheduled for 11:00 AM EDT (10:00 a.m. CDT) Monday, September 18, 2017.

Stephanie Tennyson, Deputy Director of FEMA External Affairs, hosted today's NICCL call.

Opening Comments

FEMA External Affairs – Stephanie Tennyson, Deputy Director, FEMA External Affairs

- National Response Coordination Center (NRCC) remains at a Level I activation in response to Hurricane Irma; watching Hurricane Jose and Tropical Storm Lee.

White House Communications – Jessica Ditto, Deputy Director of Communications

- Please continue to provide updates from your agencies to FEMA for the federal roll-up release.

National Security Council (NSC)

- Encouraging others to volunteer to head downrange to support Region IV and work to support messaging or as a program liaison.

FEMA External Affairs – Stephanie Tennyson, Deputy Director, FEMA External Affairs

- Top priority of the federal government continues to be protecting lives, personal safety, and access to shelters.
- As areas become more accessible, there will be more ways for residents and business owners with disaster-related damages to register for assistance.
 - Assistance can include grants for temporary housing and home repairs, low-cost loans to cover uninsured property losses and other programs to help individuals and business owners recover from the effects of the disaster.
- The first Disaster Recovery Center (DRC) opened today in St. Augustine, FL and more will open in affected communities.
 - To find the nearest DRC visit www.fema.gov/DRC, use the FEMA App or text DRC and your Zip Code to 43362 (4FEMA).
- Amplifying assistance to individuals including the Blue Roof Program in coordination with Army Corps and announcing DRC openings.

National Oceanic and Atmospheric Administration (NOAA Liaison to FEMA)

- Florida (FL):
 - A few evening thunderstorms possible.

- 90-degree heat index; people at risk for heat-related stress.
 - Rivers continue to recede.
- Hurricane Jose:
 - Category I hurricane with 80 mph winds; very large wind field.
 - Starting to see large swells on the coast.
 - Beach erosion and coastal flooding possible.
 - Anticipate that it will remain offshore.
 - 29% chance of tropical storm force winds in Boston.
 - 50% chance of tropical storm force winds in Nantucket.
- (Potential) Tropical Cyclone 15:
 - Moving west at 22mph.
 - Could become a hurricane early next week.
 - Forecast suggests it could impact Puerto Rico (PR) and the U.S. Virgin Islands (USVI).
 - Increased threat for flooding and storm surge.
- Tropical Depression 14/Tropical Storm Lee:
 - Not anticipated to make its way into the U.S. over the next five days.

Situational Update

Don Caetano, External Affairs Director, FEMA Region II/DR-4335-USVI

- Pushing out messaging for incoming weather systems.
- Worked on press releases for debris removal costs and clean-up of businesses and homes.
- Supported the governor's daily press conference with the Federal Coordinating Officer (FCO).
- Public Service Announcements (PSAs) distributed in English and Spanish.
- Working with radio stations in St. Thomas to push registration information.
- DRC locations for St. Thomas and St. John are being reviewed.

Delyris Aquino-Santiago, FEMA External Affairs Officer, DR-4336-PR

- Coordinating for the publication of the public notice.
- Paying close attention to Tropical Cyclone 15.

Mary Hudak, FEMA External Affairs Director, Region IV and Ruben Brown, External Affairs Officer, GA EOC

- Received a disaster declaration for GA last night; three counties were declared and three more are being assessed for disaster declaration.
- Local commodities and fuel are available; at least one drugstore has reopened.
- Reentry plans are challenging.
- Power and shelter continues to improve in the state.
- 131 total registrations.

Yvonne Smith, FEMA External Affairs Officer, Tallahassee, FL EOC

- Supporting today's DRC opening in St. Augustine.
- Attending a recovery meeting about reentry to the Keys.
- Congressional call today with USACE to discuss response effort in FL and Blue Roof mission.
- Reporting about the state housing mission and FEMA assistance in Jacksonville.

FEMA External Affairs – Stephanie Tennyson, Deputy Director, FEMA External Affairs

- 225 FEMA External Affairs staff deployed in support of Hurricane Harvey and Irma.
- Major disaster declaration approved for GA last night; working staffing and force modules.
- Working with congressional members to coordinate their visits to storm affected areas.

Federal Partners Updates:

American Red Cross (ARC)

- Trying to add staff to FL and send personnel to PR and USVI.
- Discussing power outages and road closures.

AmeriCorps/Corporation for National Community Service (CNCS)

- 23 AmeriCorps Disaster Response Teams (A-DRT) remain on the ground.
- Working to provide disaster response services particularly in special-needs shelters.
- Supporting crisis hotline.

Army Corps of Engineers (USACE)

- Installed first blue roof in Naples, FL; posted photo to our website and working on getting video footage.
- Working to duplicate these efforts in the USVI.

Alcohol, Tobacco, and Firearms (ATF)

- ESF13 has 681 personnel deployed throughout region II, region IV, and Washington D.C.
- Continuing messaging via social media and our website.

Civil Rights & Civil Liberties (CRCL)

- Continuing to coordinate with interagency partners on messaging for disaster assistance to those with access and functional needs.

Dept. of Agriculture (USDA)

- Cattle feed shortages in Collier County and pet food shortages in other counties.

Dept. of Defense (DOD)/NORTHCOM

- FL and USVI are transitioning over to National Guard, Coast Guard, and local forces.
- Media work continues in St. John and St. Thomas.
- Working on a story about the Army's area support medical company and the surgical team.

Dept. of Energy (DOE)

- About 95% in FL should have power restored by end of this weekend.
- Florida Power & Light estimates to about 750 power outages in the region.
- Oil and natural gas supplies across the region remain stable.

Center for Disease Control (CDC)

- Released a new key messages about disinfecting toys for children, showering with safe water, and mosquito-related diseases.
- Not expecting to see additional cases of West Nile virus.
- Messaging about carbon monoxide, mold, and mental health.
- Providing content in Spanish and Haitian Creole; can provide messaging in other languages if needed.

Food and Drug Administration (FDA)

- No updates.

Health and Human Services (HHS)

- Drafting an announcement today on Indian Reimbursement Program.

Housing and Urban Development (HUD)

- No updates.

Dept. of Interior (DOI)

- Bureau of Indian Affairs continues to deploy personnel under the direct federal assistance mission.
- 193 personnel on mission assignments, including US Geological Survey (USGS) personnel.

Dept. of Labor (DOL)

- No updates.

Environmental Protection Agency (EPA)

- Continue to assess Superfund and wastewater treatment plants across PR and USVI.
- Region IV EPA Administrator will be visiting St. Petersburg, a mobile command post, and a Superfund site.

Federal Aviation Administration (FAA)

- 135 authorizations for drone use for infrastructure and damage assessments.
- The mobile air traffic control tower in Key West should be there and operational Sunday.
- Working to restore both ports and evaluating conditions of the airports to accept flights.

Federal Communications Commission (FCC)

- No updates.

National Guard Bureau (NGB)

- More than 11,000 staff supporting operations.
- Establishing long-term sustainment operations to assist in recovery efforts.
- Focus now is on providing humanitarian assistance and enhanced security operations to preserve order in the affected communities.

Office of Personnel Management (OPM)

- No updates.

Small Business Administration (SBA)

- Business Recovery Centers in Jacksonville and Clearwater, FL opening Monday.
- Released a press release yesterday announcing a nation-wide hiring to assist with disaster response.
- Many inquiries from businesses seeking contracting opportunities; will send something next week in response.

Social Security Administration (SSA)

- Accounted for all of our 6,000 employees.

United States Citizenship and Immigration Services (USCIS)

- Highlighting the page around hurricane resources.
- 21 offices closed because of Hurricane Irma.

U.S. Postal Service (USPS)

- Continuing to restore service in the hardest hit areas.

Closing Remarks:

FEMA External Affairs – Stephanie Tennyson, Deputy Director, FEMA External Affairs

- No NICCL call tomorrow, but will look to have one on Monday.
- We hope to have a closeout at the NRCC for Hurricane Irma, but may be transitioning to Jose.
- No federal roll-up release tomorrow.
- If you have a photo or several demonstrating your agency's efforts, please send them to us with accompanying captions.

ESF 15 Inputs: Please submit information on your agency's operational and external affairs activities (and relevant links/products) to FEMA-ESF15-Coordination@fema.dhs.gov and kathryn.vanmarter-sanders@fema.dhs.gov by **12:30 p.m. each day** so that we can capture the response efforts on behalf of the federal government. This includes:

- **Upcoming VIP/Senior Official Visits and Press Events**
- **Press Release Coordination:** All news releases should be sent to FEMA for coordination prior to external dissemination.
- **Stakeholder Advisories:** All advisories to Congressional members, staff and committees; state, local, tribal counterparts; and/or private sector stakeholders.
- **Staffing Coordination:** If your agency has any Public Affairs and/or Stakeholder (state, local, tribal, congressional, etc.) outreach staff deploying to the field, they need to check in with the FEMA ESF15 Lead on the ground in that state. FEMA HQ can provide contact information.

The National Incident Communications Conference Line (NICCL) is used for transmission and exchange of critical and timely [e.g., "breaking"] incident information among Federal and affected state, local, and tribal authorities. If the nature of the incident is of critical importance and urgency, FEMA Public Affairs will maintain a controller on the line continuously to provide and receive updates from departments and agencies. During sustained incident management activity, the NICCL will be used for daily or other incident communications coordination calls. FEMA Public Affairs will maintain a summary of key NICCL communications and interagency coordination actions. These are maintained and distributed to participants in a timely manner.